

REQUIRED DOCUMENTS

TRAVEL CLAIM

Medical - Direct Services

Once the insured contact us, we need all the below:

- Policy number.
- Date of birth.
- Passport Identify/ include exit and entry
- Name.
- Copy of Policy.
- Beneficiary Name.
- Exit date from the country of residence/ Entry date to the destination

Medical - Reimbursement

- An explanatory letter (explaining the cause why the insured did not call the alarm center to request the assistance).
- Copy of the policy showing the policy number, the period of coverage and the covered benefits.
- Copy of the passport, first page (has to include the pages where we can see the stamp with the day of departure of the country of residence and the one with the day of entrance to the foreign country).
- The initial medical report in detail (Date of admission, Past Medical History, Physical Examination and initial diagnosis) plus all the Medical Reports that have been made for the patient.
- Original Detailed invoices. (Not receipts).
- Full medical report the medical report with history of present illness. (not initial medical report)

Lost Luggage

- An explanatory letter (explaining the cause why the insured did not call the alarm center to request the assistance).
- Copy of the policy showing the policy number, the period of coverage and the covered benefits.
- Copy of the passport, first page (has to include the pages where we can see the stamp with the day of departure of the country of residence and the one with the day of entrance to the foreign country).
- The compensation paid by the carrier (if exists) or letter of the carrier saying that they will not compensate the insured.
- Property Irregularity Report (PIR) made by the Airline Company.
- Copy of the Tag Number.
- List of the contents including the estimated price and date of purchase of each item

Delayed Luggage

- An explanatory letter (explaining the cause why the insured did not call the alarm center to request the assistance).
- Copy of the policy showing the policy number, the period of coverage and the covered benefits.
- Copy of the passport, first page (has to include the pages where we can see the stamp with the day of departure of the country of residence and the one with the day of entrance to the foreign country).
- Property Irregularity Report (PIR) made by the Airline Company.
- Tag Number.
- Detailed Invoices of the items bought as first needs.

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TRAVEL CLAIM



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Delayed Flight

- An explanatory letter (explaining the cause why the insured did not call the alarm center to request the assistance).
- Copy of the policy showing the policy number, the period of coverage and the covered benefits.
- Copy of the passport, first page (must include the pages where we can see the stamp with the day of departure of the country of residence and the one with the day of entrance to the foreign country).
- Letter from the Airline explaining the reason of the delay and for how many hours.
- Copy of the Airline Ticket.
- Compensation paid by the carrier (if exists) or letter of the carrier saying that they will not compensate the insured.
- Invoices of the expenses used during the delay (transport and hotel accommodation, as well as meals).
- Boarding pass.

Trip Cancellation

- An explanatory letter (explaining the cause why the insured did not call the alarm center to request the assistance).
- Copy of the policy showing the policy number, the period of coverage and the covered benefits.
- Copy of the passport, first page (has to include the pages where we can see the stamp with the day of departure of the country of residence and the one with the day of entrance to the foreign country).
- Letter from the Airline explaining the reason of the cancellation.
- Copy of the Airline Ticket, old and new if it's existed.
- Compensation paid by the carrier (if exists) or letter of the carrier saying that they will not compensate the insured.
- Evidence of reasons of cancellation, if it was not related for the Air line.

Advance Of Funds (Loss of Credit Card)

- Copy of the policy showing the policy number, the period of coverage and the covered benefits.
- Copy of the passport, first page (has to include the pages where we can see the stamp with the day of departure of the country of residence and the one with the day of entrance to the foreign country).
- Bank certificate for the loss.

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Loss of Cash and Plastic Cards

- Copy of the policy showing the policy number, the period of coverage and the covered benefits.
- Copy of the passport, first page (has to include the pages where we can see the stamp with the day of departure of the country of residence and the one with the day of entrance to the foreign country).
- Police report.

Emergency Dental Care

Once the insured contact us through our call centre, we will need the following documents:

- Policy number.
- Date of birth.
- Passport Identify/ include exit and entry
- Name.
- Copy of Policy.
- Beneficiary Name.
- Exit date from the country of residence/ Entry date to the destination

Travel of One Immediate Family Member

- Copy of the policy showing the policy number, the period of coverage and the covered benefits.
- Copy of the passport, first page (has to include the pages where we can see the stamp with the day of departure of the country of residence and the one with the day of entrance to the foreign country).
- The initial medical report in detail (Date of admission, Past Medical History, Physical Examination and initial diagnosis) plus all the Medical Reports that have been made for the patient

Loss Of Passport

- Copy of the policy showing the policy number, the period of coverage and the covered benefits.
- Copy of temporary passport.
- Police report.
- Copy of ticket.

Connection Services

Delivery Of Medicines

- Copy of the policy showing the policy number, the period of coverage and the covered benefits.
- Copy of the passport, first page (has to include the pages where we can see the stamp with the day of departure of the country of residence and the one with the day of entrance to the foreign country).
- We need medical report that includes prescription form the doctor.

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Emergency Return To Home Following the Death of family member

- Copy of the policy showing the policy number, the period of coverage and the covered benefits.
- Copy of the passport, first page (has to include the pages where we can see the stamp with the day of departure of the country of residence and the one with the day of entrance to the foreign country).
- Copy of the ticket.
- Death certificate.

Repatriation of Family Member Travelling with Insured

- Copy of the policy showing the policy number, the period of coverage and the covered benefits.
- Copy of the passport, first page (has to include the pages where we can see the stamp with the day of departure of the country of residence and the one with the day of entrance to the foreign country).
- The initial medical report in detail (Date of admission, Past Medical History, Physical Examination and initial diagnosis) plus all the Medical Reports that have been made for the patient.

Repatriation Of Mortal Remains

- Copy of the policy showing the policy number, the period of coverage and the covered benefits.
- Copy of the passport, first page (has to include the pages where we can see the stamp with the day of departure of the country of residence and the one with the day of entrance to the foreign country).
- Death certificate explaining the cause of the death
- Medical report mentioning the cause of the Death.
- Autopsy report in case medical report not available.

Escort Of Dependent Children

- Copy of the policy showing the policy number, the period of coverage and the covered benefits.
- Copy of the passport, first page (has to include the pages where we can see the stamp with the day of departure of the country of residence and the one with the day of entrance to the foreign country).
- The initial medical report in detail (Date of admission, Past Medical History, Physical Examination and initial diagnosis) plus all the Medical Reports that have been made for the patient.
- Passport of depend children.
- Parent permissions.

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Location & Forwarding of Baggage and Personal Effects

- An explanatory letter (explaining the cause why the insured did not call the alarm center to request the assistance).
- Copy of the policy showing the policy number, the period of coverage and the covered benefits.
- Copy of the passport, first page (has to include the pages where we can see the stamp with the day of departure of the country of residence and the one with the day of entrance to the foreign country).
- The compensation paid by the carrier (if exists) or letter of the carrier saying that they will not compensate the insured.
- Property Irregularity Report (PIR) made by the Airline Company.
- Copy of the Tag Number.

Transport of Repatriation in case of accident or illness

- Copy of the policy showing the policy number, the period of coverage and the covered benefits.
- Copy of the passport, first page (has to include the pages where we can see the stamp with the day of departure of the country of residence and the one with the day of entrance to the foreign country).
- The initial medical report in detail (Date of admission, Past Medical History, Physical Examination and initial diagnosis) plus all the Medical Reports that have been made for the patient.
- FTF (fit to fly)